

Frequently Asked Questions

New FAQs (Updated Daily)

Question	Answer
Who do I contact if I am experiencing any issues or have questions about the CDOT Online Permit Portal?	<p>Contact CDOT at CDOTPermitSupport@cityofchicago.org if you are experiencing any issues or have questions about the CDOT Online Permit Portal.</p> <p>In your email, please include:</p> <ul style="list-style-type: none">• Your Name• Company• Phone Number• Permit Number• A detailed description of your issue
If there are multiple employees for one company, can we create and share one generic account?	<p>For security reasons, each user should create and use their own account and associate their accounts to their company.</p> <p>Also, by creating your own account the individual's contact information will be listed and any issues with a permit can be directed to the appropriate person.</p>
I request trucking permits and am experiencing issues using the CDOT Online Permit Portal.	<p>Trucking permit users had a website previously that required an old version of Internet Explorer (IE). When using the CDOT Online Permit Portal, we recommend using Google Chrome or Firefox when using the CDOT Online Permit Portal. If you must use Internet Explorer (IE), please use the latest updated version (Microsoft IE9 and above).</p>
Once registered in the CDOT Online Permit Portal, how do I associate myself to a company or add a company?	<p>You must associate your account with a company to link your account to your company's existing licenses, insurance and letters of credit. Without this information you may not be able to complete certain permits. The administrator of the company should extend invitations to their own employees so they can be associated quickly and be able to apply for permits.</p> <p>IF YOU HAVE ALREADY CREATED AN ACCOUNT IN THE CDOT ONLINE PERMIT PORTAL PLEASE DO NOT RECREATE ANOTHER ACCOUNT.</p> <p>IF YOU RECREATE AN EXISTING COMPANY ACCOUNT YOUR LICENSES, INSURANCE AND LETTERS OF CREDIT MAY NOT BE ASSOCIATED CORRECTLY AND YOU MAY BE UNABLE TO COMPLETE YOUR PERMIT APPLICATION.</p> <p>To associate your account with a company (new account):</p> <ol style="list-style-type: none">1. Navigate to https://ipi.cityofchicago.org/profile.2. Click Create New Account.3. Enter your Email Address and click Submit.4. A confirmation message will be sent to your email address from do-not-reply@cityofchicago.org.5. Click the link in the confirmation message to verify your email address, you will be directed back to the Create New Account screen.6. Complete the required fields and click Register.7. Enter the partial or full name of your Company and click Find Company.

	<ol style="list-style-type: none"> 8. If you do not see your company, please try different iterations of the name (i.e. '&' vs. 'and' or removing spaces between acronyms, etc.). 9. Click Request Enrollment in Company. 10. If you do not see your company listed, scroll to the bottom of the page and click Request New Company. 11. Enter the required fields and click Request New Company. <p>To associate your account with a company (existing account):</p> <ol style="list-style-type: none"> 1. Navigate to https://ipi.cityofchicago.org/profile. 2. Enter your Username and Password and click Sign In. 3. Click on your Name at the upper left corner of the screen and click My Company. 4. Enter the partial or full name of your Company and click Find Company. 5. If you do not see your company, please try different iterations of the name (i.e. '&' vs. 'and' or removing spaces between acronyms, etc.). 6. Click Request Enrollment in Company. 7. If you do not see your company listed, scroll to the bottom of the page and click Request New Company. 8. Enter the required fields and click Request New Company.
Invoice vs. Non-Invoice Customer.	<p>With the introduction of online payments, we have reduced the number of invoice customers based on permit application volume. If you are still an invoice customer, you will have the option of paying online (Pay-As-You-Go) or waiting for your invoice to arrive.</p> <p>If you were previously an invoice customer and request fewer than 100 permits per year, you are now a Pay-As-You-Go customer and can pay for your permits online.</p>
Renewing a permit.	<p>You cannot renew a permit created prior to December 7th, 2015; you must complete the application as a new permit.</p> <p>If you created a permit after December 7th, 2015, simply click on the permit from the dashboard to open and then update the End Date field to renew your permit and proceed through the rest of the application as you normally would with a new permit. Submit, pay and print the updated permit once the Status has changed to 'Complete'. You will receive an automated email stating that your permit is about to expire 10 days prior to expiration.</p>
How to print a completed permit.	<p>To print a permit, the Status of the permit must be 'Complete'.</p> <ol style="list-style-type: none"> 1. From your Home Page: Dashboard click the permit box to expand additional details. 2. Click Documents... link to display the Print page. 3. Click Print to display a PDF version of your permit in a separate window. 4. Hover your mouse over the menu options and click the Print icon.

Getting Started

Question	Answer
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What is the new permitting portal?	An online tool that allows you to apply, pay and print permits online. You can track progress of your application through to its final issue.
When can I start?	CDOT issued permits are now available online. You should register now if you need permits in the public right of way (CDOT permits). This will give you access to your dashboard and allow us to connect your existing licenses, insurance and letters of credit to you and your company.
Can I still come downtown and take out permits the old way?	Only permit types that are not available online can be requested at the CDOT permit office. You can still go to the CDOT permit office to ask questions and pay for permits created online.
What browsers are supported with the online permitting portal?	We recommend using Google Chrome or Firefox. If you must use Internet Explorer (IE), please use the latest updated version (Microsoft IE9 and above).
I work for a trucking company, can I use my old login credentials?	Unfortunately not. We have reengineered access to the portal and the old login information will no longer work. Just register on the new portal and find the company you work for.
I forgot my username and password.	Click on the FORGOT PASSWORD link located below the Login button. An email will be sent to you with your username and a link to create a new password. DO NOT create a new account if you cannot access your account.

Permits

Question	Answer
How is this different from the original CDOT issued permits?	<p>Firstly, you no longer have to travel downtown to get your permits, you can just go online.</p> <p>The way permits are organized has also changed. There are fewer categories of permits and you can add more information to categorize them for your needs. Some permits are now separated, so an opening permit will now require a separate occupy permit if you want to park plant equipment for example. This provides more flexibility and allows each permit to have their own path.</p>
If I create my permit online, can I still pay by check?	<p>Yes, you can. You will have the option to print a statement that you can send with a check to a lockbox or take downtown and pay at the cashier.</p> <p>Locations below:</p> <p>City Clerk Office (City Hall) 121 N. LaSalle St., Ground Floor Chicago, Illinois 60602</p> <p>City Clerk Satellite Offices 5430 W. Gale St. Chicago, Illinois 60630</p> <p>5674 S. Archer Ave. Chicago, Illinois 60638</p>
I need a lot of permits each year, how will this impact me?	If you would like to automate your permit requests, we now offer a web service that connects to your system directly. You can also request to be an invoiced customer, rather than pay as you go. Please contact CDOT if you would like to be enrolled in these programs.

The option to start a new dumpster, canopy or public way opening is not available, where is it?	We only provide these options if you have a dumpster provider, canopy provider or public way work license. If you pre-registered, these will be associated with your company but if they are not available, you can use the 'Find Existing' option in your dashboard. You can search for a permit or contract used before the new permitting system can into effect.
How do I add or update my letter of credit?	Please contact CDOT to add or update your letter of credit information. If you have missing or insufficient amounts left on your current letter of credit, you will still be allowed to apply for a permit, but you will see a status message asking you to update it. This process will be automated in the future, currently the CDOT permit office will handle the process as you do currently.
How do I update my general liability insurance?	Please contact CDOT to add or update your insurance information. If you have missing or out of date insurance, you will still be allowed to apply for a permit, but you will see a status message asking you to update it. This process will be automated in the future, currently the CDOT permit office will handle the process as you do currently.
How do I apply for a dumpster provider, canopy provider or public way work license?	Currently these licenses are not available online so please contact CDOT directly about completing these applications. We will be adding these licenses to the permitting portal in the near future.
I want to apply for a permit for another department, why are they not available through the new permitting portal?	We are in a multi-year process of moving all our permit and license applications online. Currently a number of Public Health permits and CDOT public right of way permits are available. We will be adding other groups such as the Annual Inspection Certification program for elevators later this year also. Next year, more department of building permits and licenses will be available.
I want to apply for a driveway, DCASE special event or private benefit sign.	These applications have not changed. You can apply for these in the same way as you have previously and are available by following the links on the CDOT website.
What happens to my previously issued permits now that the new permitting portal is live?	You have the opportunity to add missing permits from your dashboard. Once added, they will appear in your list and reprint if needed. Amendments will not be allowed on these permits however.
Can I add subcontractors to my permit?	Yes you can. You can add as many subcontractors as you need on your project. You can search for active contractors and see their Insurance, Letter of Credit and License status too.

Digger

Question	Answer
Do I need an account to create a dig ticket?	No, you are not required to for tickets that are on private property. You will need an account and permit if the work is in the public right of way.
What do I do if I need an emergency dig ticket?	Call 811 at any time and request an emergency dig ticket. You will be able to apply for the permit afterwards.

Which CDOT permit applications will be affected by this new process?

CDOT Public Way Use Permits			
Permit Name	Activity	Previous Application Location	Current Application Location
Construction Canopy	-	City Hall, Room 905	CDOT Online Permit Portal
Dumpster	-	City Hall, Room 905	CDOT Online Permit Portal
Miscellaneous	Display Vehicle	City Hall, Room 905	CDOT Online Permit Portal
	Newspaper Stand	City Hall, Room 905	CDOT Online Permit Portal
	Freight Tunnel	City Hall, Room 905	CDOT Online Permit Portal
	Helicopter Lift	City Hall, Room 905	CDOT Online Permit Portal
	Vacation/Dedication	City Hall, Room 905	City Hall, Room 905
Occupy the Public ROW	General Occupy	City Hall, Room 905	CDOT Online Permit Portal
	Manhole Access	City Hall, Room 905	CDOT Online Permit Portal
	Media Parking	City Hall, Room 905	CDOT Online Permit Portal
	Moving Van Parking	City Hall, Room 905	CDOT Online Permit Portal
	Public Place Obstruction	City Hall, Room 905	CDOT Online Permit Portal
	Traffic and Light Pole Use	City Hall, Room 905	CDOT Online Permit Portal
	Utility Pole Storage	City Hall, Room 905	CDOT Online Permit Portal
Public Way Opening (excavation)	Driveway Construction or Removal	City Hall, Room 905	CDOT Online Permit Portal
	General Opening	City Hall, Room 905	CDOT Online Permit Portal
	Restoration	City Hall, Room 905	CDOT Online Permit Portal
	Soil Boring/Well Monitoring	City Hall, Room 905	CDOT Online Permit Portal
	Work in advance	City Hall, Room 905	CDOT Online Permit Portal
Special Events	Assembly	City Hall, Room 905	CDOT Online Permit Portal
	Athletic Events	City Hall, Room 905	CDOT Online Permit Portal
	Block Party	Alderman's Office	Alderman's Office
	Festival	DCASE, 78 E Washington, 4 th Floor	DCASE, 78 E Washington, 4 th Floor
	Filming	DCASE, 78 E Washington, 4 th Floor	DCASE, 78 E Washington, 4 th Floor
	Parade	City Hall, Room 905	CDOT Online Permit Portal
	Sidewalk Sale	City Hall, Room 905	CDOT Online Permit Portal
Trucking	Overweight/Oversize	City Hall, Room 905	CDOT Online Permit Portal
	Overweight Axle	City Hall, Room 905	CDOT Online Permit Portal
	Travel on LSD/Boulevards	City Hall, Room 905	CDOT Online Permit Portal
	Travel in the Industrial Corridor	City Hall, Room 905	CDOT Online Permit Portal